

September 9, 2021 @ 9:30am

## Questions & Answers

### Question 1:

The Mechanical Trade Permits automatically creates a TRD and PLM or GAS permits. How do we interpret the duplicated permits? I just would like a better understanding of the number format in order to ensure all inspections close out fully.

### City Response 1:

Every permit application is issued an application number. When an application is first submitted, the system issues an **APP** (Application) number. Once the reviews are completed and/or the fees are paid, the system generates the permit number (s) **PMT** number. Permits may have different identifiers in the sequence indicating what type of permit it is. For example, **SEW**, indicates it's a sewer permit. **PLM**, means it's a plumbing, **GAS**, indicates Gas, etc. The permit becomes a **related record** to the application.

Following is a matrix with some examples:

MEP Trade Application Number	MEP Trade Permit Number (Plumbing-Sewer)	Application	Permit
MEP- <b>TRD-APP</b> 21-33104057  MEP-TRD- INDICATES IT'S A MECHANICAL ELECTRICAL PLUMBING TRADE APPLICATION. APP INDICATES IT'S THE APPLICATION	MEP- <b>SEW-PMT</b> 21-34804057  SEW INDICATES IT'S A SEWER. PMT INDICATES IT'S A PERMIT.	<ul style="list-style-type: none"> <li>Plan Reviews are performed and fees paid (In most cases)</li> <li>One application generates one permit</li> <li>Only licensed professionals can submit the application (except Plumbing, if homeowner)</li> <li>Once fees are paid, the application status updates to <b>Issued</b> and generates a <u>permit</u> number.</li> </ul>	<ul style="list-style-type: none"> <li>Schedule Inspections from the permit</li> <li>Only Licensed Professional can schedule trade inspections</li> <li>Permit is issued in status of <b>Active</b></li> <li>Once all inspections are passed and no fees are due, the permit status updates to Letter of Completion Issued (<b>LOC</b>)</li> </ul>
Commercial Building Application Number	Commercial Building Permit Number	Application	Permit
COM-PRJ- <b>APP</b> 21-39800548  COMM-PRJ- INDICATES IT'S COMMERCIAL PROJECT APPLICATION. APP INDICATES IT'S THE APPLICATION	COM-BLG- <b>PMT</b> 21-40200057  COMM-BLD- INDICATES IT'S A COMMERCIAL BUILDING. PMT INDICATES IT'S A PERMIT.  COM-SIT- <b>PMT</b> 21-40100065  COMM-SIT- INDICATES IT'S A COMMERCIAL SITE PERMIT. PMT INDICATES IT'S A PERMIT.	<ul style="list-style-type: none"> <li>Plan Reviews are performed and fees paid (In most cases)</li> <li>Multiple permits can be issued from one application (one per building and/or separate sitework permit)</li> <li>You can download approved plans</li> <li>Once Permit is fully issued the application status updates to Issued</li> <li>If fees are due, the status of the application remains in <b>Pending Issuance</b> until permit fees are paid</li> </ul>	<ul style="list-style-type: none"> <li>Schedule Inspections from the permit</li> <li>Upload Inspection letters (foundation, etc.)</li> <li>Only Licensed Professional can schedule trade inspections</li> <li>Permit remains in status of <b>Pending Issuance</b> until permit fees are paid. Once fees are paid, the permit status updates to status of <b>Issued</b></li> </ul>

### Question 2:

How do we delete a permit that was submitted and or started but not needed or not completed?

### City Response 2:

Online portal users are not able to simply delete any submitted, temporary or incomplete applications. However, the system will automatically drop or purge all applications with a TMP (i.e. [21TMP-140152](#)), number after 90 calendar days. These are applications that are incomplete. If an application has been

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submitted/completed and you no longer need it, you can use the withdrawal/refund amendment record to withdraw your application. Here is the link to our guide: [Withdrawal of Application & Refund](#)

**Question 3:**

We have been running into trouble in adding Licensed Professionals to a permit even though we are added as a General Contractor (GC). We have previously been able to but now it says we are not a delegate on the record. What can be causing this issue?

**City Response 3:**

On many occasions we find that an organization is in the system multiple times. In other words, there may be duplicate contacts and only one is tied or associated with your online portal account. You do not need to be a delegate of the applicant or permit owner. As a General Contractor (GC) contact type, you should be able to schedule the building inspections and/or amend the permit application to add the Licensed Professionals (LPs). This is just one of many reasons and a very common one. If you continue to experience issues, you can email [buildsaocmteam@sanantonio.gov](mailto:buildsaocmteam@sanantonio.gov) and we can review the permit record in order to identify the issue.

**Question 4:**

I work for a development firm and I'm the one who will submit our permit applications, but I want our architect, civil engineer, MEP engineer, and landscape architect to all be able to access the application online so they can respond to comments to each of their plans. Is there a way to do that other than making them a delegate on my account? Right now, I get the email notifications that there are "Issues" (i.e. comments), and then I go in and screenshot each one to send to our consultants.

**City Response 4:**

The best way to enable your partners to access, view, update or respond to a reviewer's comments is to add them as a contact to the permit application. **Every contact** on the record application, regardless of the contact type will receive a **REVIEW STATUS EMAIL**. Any contact will be able to respond to issues from their online portal account.

**Question 5:**

We have a commercial project (restaurant) that may require multiple mechanical contractors on a project. We can have mechanical contractors for the hood and for the HVAC, coolers etc. Will they each have to pay a fee?

**Response 5:**

Only one HVAC fee will be assessed per permit; however, you may need more than one mechanical inspection to close out all aspects of the project. You can work with the building reviewer or the mechanical inspector so they can add additional mechanical inspections to the permit for each item. You will also need to ensure you add all your mechanical licensed professionals on the permit so they can schedule inspections. When scheduling the mechanical inspections, please ensure the mechanical contractor adds a comment for the inspector so they know what they are inspecting.

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**Question 6:**

The system does not allow us to enter suite, unit or building numbers when we submit an application. It only allows us to enter the street address. We do a lot of work in high rise buildings and often work with more than one permitted project in the building. This has caused problems in getting a Certificate of Occupancy or a Release to CPS for a suite.

**City Response 6:**

You can enter the suite, unit or building number prior to clicking the "Search" button. We have noted when you enter a building, suite or unit number it doesn't always display the building/suite # at the review page, however it is present and appears on the application after it is submitted. **You can review the [attached guide](#) for additional information on entering a building, suite or unit number.**

**Question 7:**

I'm a general contractor, but I'm not the applicant. Whenever I want to schedule an inspection, do I have to log in to the applicant account (my engineer) or is there a way I can schedule an inspection under my own online account?

**City Response 7:**

The engineer can add you as the contact type "**General Contractor**" when submitting the application. Once the permit record(s) is issued, your contact will be copied to the permit(s). If they didn't add you when they submitted the application, they can also add you as "**General Contractor**" on the permit using the Add/Remove amendment record. Either way, once you are added as the General Contractor, you will be able to schedule inspections (building, etc.). Here is a guide that shows you how to add a contact and how to add your LP's using the Add/Remove amendment record: [Adding a Contact or Licensed Professional to a Building Permit](#)

**Question 8:**

Has the system been updated allowing the applicant to continue onto the other portions of the application process although all items have not been completely filled in? The last project I did through this system, I couldn't continue onto the other portions until all components on that page were completed, which caused my application timeframe to extend to weeks.

**City Response 8:**

The system currently does not allow users to get past a page until all required details on the page are completed. If you reach a point in the application and do not have all the details needed to submit the application, there is a "**Save and Resume Later**" button available on the bottom-left of each page in the application. You can use that button and then resume the application when you've collected the missing information and the system will allow you to pick up where you left off. As far as allowing users to proceed to another page and return to complete the missing information, we can work with our IT team to see if this is a limitation of our software or a future enhancement that can be performed.

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**Question 9:**

Is there a link to this power point presentation available for download?

**City Response 9:**

A copy of the power point presentation can be found [here](#).

**Question 10:**

To clarify, the commercial combo permit now covers the sidewalk closure permits that we used to have to pull separately if we needed to close a sidewalk?

**City Response 10:**

Yes, the commercial combo permit includes the sidewalk permits (flatwork inspections and fee) if the questions on the application regarding sidewalk and curb are answered accordingly. You do not need to pull a separate permit for sidewalk and curb on a combination permit.

**Question 11:**

Is the general public or Board of Adjustment/Zoning/Planning Commissions able to see the completed permit details?

**City Response 11:**

Yes, most information on the BuildSA portal is public and anyone, including the general public and all boards/commissions have access to BuildSA and can view all permit details. The only exception are documents and plans. Only the Applicant or an authorized contact on a permit record can view documents including plans.

**Question 12:**

Is it better to add the Licensed Professionals (LP's) to the permit via the Add/Remove amendment after the permit is active, or during the application process?

**City Response 12:**

You can add Licensed Professionals (Mechanical, Electrical, Plumbing or Flatwork) on the commercial combination application during submittal or on the permit(s) if the permit(s) is already issued. If you add them during the application intake, they are copied to the permit(s) when the permit(s) is issued. If you did not add them during the submittal process you can easily add them later via the Add/Remove amendment record. Please note that if your application stemmed multiple permits, you will need to add your Licensed Professionals to each permit (as needed of course). Here is a guide that shows you how to add a contact and how to add your LP's using the Add/Remove amendment record: [Adding a Contact or Licensed Professional to a Building Permit](#)

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Is there a way to disable the application review emails that get sent to all LPs on the application?

**City Response 13:**

There is an option in BuildSA to opt a contact out of emails. When adding a contact to a record, there should be a checkbox stating "Do not receive Email Notifications." You can open the contact information and you will find the option as shown in the screen shot below. Selecting this option will turn off all email notifications for that contact. **Please note:** this will not turn off all emails regarding inspection notifications.

**Contact Information**

\*Individual/Organization:  
Individual

\*First Name: Percia Middle Name: Last Name: Carasco Suffix:

Business Name:

\*Primary Phone: 210-257-0547 Secondary Phone:

Fax:

\*E-mail: Percia.Carasco@sanantonio.gov

☐ Do not receive Email Notifications

▼ Contact Addresses

Required contact address type(s) Mailing

Showing 1-2 of 2

Address Type	Recipient	Address	Action
Mailing	Percia	1000 S. Alamo	

**Question 14:**

For Stormwater, there are mandatory county water runoff management solutions required for property larger than 4 acres. Is this called out anywhere?

**City Response 14:**

This may be related to the Best Management Practices (BMPs). We've reached out to Bexar County and pending their response.

**Question 15:**

How can I find permit details online?

**City Response 15:**



## Commercial Application and Combination Permits Training

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You can find permit details on the online portal. Most information is available to the public and does not require registration for a portal account. Here is a short video you may find helpful: [How to Search \(Non-Registered Users\)](#)

#### Question 16:

If the inspection is not passed and a re-inspection fee is charged, can the Licensed Professional ( LP) pay for the reinspection fee?

#### City Response 16:

Yes, the LP can pay a re-inspection fee online using our BuildSA portal. The Commercial Application has a shopping cart function (shown below). Each contractor can select **pay later** to only leave fees they wish to pay in the shopping cart. Another option is to bring the invoices to the cashier and pay their fees separately at the cashier using cash, check or credit card.

Application Fees			
Fees	Qty.	Amount	
COM-BLG-PMT21-40200076 - Comm New Building Permit			Pay Later
Base Fees			Pay Later
Permit Commercial Building New Fee (i) (Invoice #:44649 )	2098	\$2,098.00	
Surcharge Development Services Fee (i) (Invoice #:44649 )	1	\$62.94	
Surcharge Technological Improvement Fee (i) (Invoice #:44649 )	1	\$62.94	
Electrical Fees			Pay Later
Permit Electrical Fee (i) (Invoice #:44651 )	355	\$355.00	
Surcharge Development Services Fee (i) (Invoice #:44651 )	1	\$10.65	
Surcharge Technological Improvement Fee (i) (Invoice #:44651 )	1	\$10.65	
Mechanical Fees			Pay Later
Permit Mechanical HVAC Fee (i) (Invoice #:44650 )	355	\$355.00	
Surcharge Development Services Fee (i) (Invoice #:44650 )	1	\$10.65	
Surcharge Technological Improvement Fee (i) (Invoice #:44650 )	1	\$10.65	
Plumbing Fees			Pay Later
Permit Plumbing Fee (i) (Invoice #:44648 )	435	\$435.00	
Surcharge Development Services Fee (i) (Invoice #:44648 )	1	\$13.05	
Surcharge Technological Improvement Fee (i) (Invoice #:44648 )	1	\$13.05	
TOTAL FEES: \$3,437.58			
Continue Application >			

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This system does not allow the electrical contractor to pay fees from their escrow account. I created an Escrow Account but it is basically worthless because the Escrow Owner needs to be added to the permit at the start to be able to use the escrow.

**City Response 17:**

The Escrow Owner contact can be added anytime during the process. They can be added at submittal or they can use the Add/Remove amendment record to add the Escrow Owner contact to the permit record. It is required that the Escrow Owner exist as a contact on every permit record in order for the system to allow payment from that escrow account. Once the Escrow Owner is added and the Escrow Owner logs into their portal account, they should have access to make an escrow payment. To learn more about paying fees using your escrow account, you can review this guide:

<https://docsonline.sanantonio.gov/DSDUploads/EscrowAccountsLandDevelopmentPayingFees.pdf>

**Question 18:**

What if you clicked phased but it's actually non-phased project?

**City Response 18:**

If you haven't submitted the application, you can uncheck the box and make the proper selection. If your application has been submitted, it is likely other fields were entered incorrectly as well. If your application has been submitted with this error, please contact our Intake team at [dsd.plansmanagement@sanantonio.gov](mailto:dsd.plansmanagement@sanantonio.gov) to coordinate any changes. A new application may be required.

**Question 19:**

Is a Letter of Certification still issued for a shell permit?

**City Response 19:**

Yes, this process has not changed.

**Question 20:**

My permit was migrated from the old system. Does the same process apply when applying for a commercial permit in the new system?

**City Response 20:**

If your permit was migrated/converted from Hansen our staff may have made some general revisions or exceptions simply to help facilitate the completion of your permit. If you have any questions regarding a converted/migrated permit, please contact [dsd.plansmanagement@sanantonio.gov](mailto:dsd.plansmanagement@sanantonio.gov) for information regarding your specific project.